

NISN Account Descriptions

Users entering the NASA Account Management System (NAMS) will have the following NISN applications available for selection.

NISN = NISN Civil Servant and Contractor Personnel

Customer = Customer/User outside of NISN

<https://nams.nasa.gov/>

NISN Application	Description
AGCY NISN-NIIS Manager User (NISN)	This is normally a NASA/NISN only role. The user will be able to View <i>only</i> all NISN Integrated Information System (NIIS) Subsystems. These subsystems are NISN Service Request System (NSRS), Organizational Task System (OTS), Service Order (SO), the Network Management Center (NMC) Change (NMCC) Tracking System, NIIS-Trace of Circuits and Nodes, WAN: Peering and the Program Service Level Agreement (PSLA).
AGCY NISN-NIIS General User (NISN)	The user can View all NIIS subsystems except PSLA. The user can Create and Update NSRs. The user can Create and Update Location, Site and POC information. The user will also be allowed to View and Update assigned Task Orders (from OTS). <i>Note that this General User role is the Base for all other roles except the customer role.</i>
AGCY NISN-NIIS CSR (NISN)	The user has the General User capability plus the user can view all PSLAs and update specifically assigned PSLAs fields. CSR requestors are also asked which PSLAs that they need to view or update, or they can contact the PSLA Administrator and request these at a later time.
AGCY NISN-NIIS Service Management (NISN)	The user has the General User capability plus the user can create and update Service Orders. The user can also Create OTS Actions, Templates and Assign actions.
AGCY NISN-NIIS ENMC Analyst (NISN)	The user has the General User capability plus the user can create/update NMCC. Update Nodes and Ports. Create / Update Peering. No Batch Update.

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AGCY NISN-NIIS Engineer (NISN)	The user has the General User capability plus the user can create/update Service Orders, create/update NMCCs, create/update Peering. Create Gateway Assignment Sheets. No Batch Update.
AGCY NISN-NIIS Gateway Technician (NISN)	The user has the General User capability plus the user can update the Gateway Assignment Sheets which are created by the Engineers.
AGCY NISN-NIIS Project Support (NISN)	The user has the General User capability plus the user can update PSLAs.
AGCY NISN-NIIS Configuration Mgt (NISN)	The user has the General User capability plus the user can plus create/update Circuits & Traces, Nodes & Ports. The user can update some List Boxes. Has Batch Update capability.
AGCY NISN-NIIS PSLA Admin (NISN)	The user has the General User capability plus the user can view and create PSLAs. The user can also update PSLA List Boxes such a Requesting project and can assign CSR's to PSLAs.
AGCY NISN-NIIS Provisioning (NISN)	The user has the General User capability plus the user can View and Update Service Orders. The user can also create and maintain Circuit contracts, document Pricing and load Billing data.
AGCY NISN-NIIS Customer (NISN/Customer)	<p>This user can view only a subset of the NIIS systems. This includes "ready only" for NSRs and PSLA. In the PSLA, only the requested PSLAs are viewable.</p> <p>The requestor will be asked to list which PSLA titles the user wants to view.</p>

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AGCY NISN NCI Resource Scheduler (NISN/Customer)	<p>The NASA Collaborative Infrastructure (NCI) Resource Scheduler (NRS) was formerly Video Conference Request System (VCRS). It is specifically for ViTS room operators and allows users to plan Video Conferencing across all center and customer ViTS Rooms.</p> <p>The user will be asked to Select the Level of Access for User Functionality. The level defines the person's role in the NRS:</p> <ul style="list-style-type: none">1=System Admin,2=Room Operator,3=read only conference requests and non-availability,4=Gateway Technicians,5=Common User,6=read only conference requests.
AGCY NISN Call Detail (NISN/Customer)	<p>Call Detail is a large database with the last 14 months of Phone Call and Calling Card (Verizon) Billing information. It has a user friendly front end for searches and downloads to a spreadsheet.</p> <p>The user must enter the Site of the data that the user needs. While the user can request multiple sites, normally "All" site capability is given only to the administrator.</p>
AGCY NISN NetPerform (NISN/Customer)	<p>NetPerform allows a user to view NISN Wide Area Network performance statistics, including utilization latency, and traffic characterization.</p> <p>The user will be requested to select Admin or Read Only.</p>

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AGCY NISN Customer Survey (NISN)	<p>The Customer Survey provides Statistical reporting or form viewing of statistics regarding this survey which is sent each time a NSR goes into "In Service".</p> <p>The user will be requested to select Admin or Read Only.</p>
AGCY NISN Help Desk PW Reset (NISN)	<p>Help Desk workers who need to reset passwords for NISN Oracle systems are required to apply for a logon approved by the security group</p>
AGCY NISN DCNSS Request System (NISN/Customer)	<p>The Data Center Network and Security Services (DCNSS) Request System provides a way for customers to tailor their service in the networking infrastructure for computing systems and services.</p> <p>The User must indicate if they need Technician, Submitter or Administrator Role.</p>
AGCY NISN CiscoSecure (NISN)	<p>Users requesting CiscoSecure will be need access to the authentication system for logins to routers and switches.</p> <p>User must indicate if they need Analyst, Engineer, ENMS, EMON, or Gateway.</p>
AGCY NISN CiscoWorks (NISN)	<p>Users requesting CiscoWorks 2000 will need to be involved in the element management of Cisco routers and switches (web account).</p> <p>User must indicate if they need Analyst, Engineer, ENMS, EMON, or Gateway.</p>
AGCY NISN eHealth (NISN)	<p>Users requesting eHealth need access to statistical reporting on primary network devices (web account).</p>

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AGCY NISN NetCool (NISN)	Users requesting Netcool need access to top-tier aggregation of device info and event correlation. Users must indicate their preference for either a Windows or Web Interface.
AGCY NISN nGenius (NISN)	Users requesting nGenius Performance Manager need access to RMON probe data.
AGCY NISN UNIX Account (NISN)	UNIX Account (General Access) provides access to authorized NISN Unix servers and work stations.
AGCY NISN SecureID (NISN)	Users requesting SecurID need authentication to routers, switches and UNIX systems.
AGCY NISN Procurement Utility (NISN)	Users requesting Procurement (MICS) Uploads are normally only those members of Project Support that need to process Procurement Requests.
AGCY NISN VoTS Usage (NISN)	The Voice Teleconference System (VoTS) Usage information from Verizon Billing provides a large database of teleconferencing calls. A user friendly front end allows for searches.
AGCY NISN Cisco Transport Manager (NISN)	Users requesting Cisco Transport Manager need access to the element management system for ONS switches User must indicate if they need Analyst, Engineer, ENMS, EMON, or Gateway.
AGCY NISN Cisco Transport Controller (NISN)	Users requesting Cisco Transport Controller need direct login to ONS switches. User must indicate if they need Analyst, Engineer, ENMS, EMON, or Gateway.

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AGCY NISN Mathematica (NISN)	Users requesting Mathematica need statistical analysis and data visualization of large data sets. Client software installation is available upon request User must indicate if they need Analyst, Engineer, ENMS, EMON, or Gateway.
AGCY NISN Network Node Manager (NISN)	Users requesting Network Node Manager need mid-tier aggregation of device alarms and integration of element managers. User must indicate if they need Analyst, Engineer, ENMS, EMON, or Gateway.

Revision History			
Status (Baseline/Revision/ Cancelled)	Document Revision	Effective Date	Revision Purpose
Baseline	Original	6/9/2008	NISN original issuance of document
Revision	A	12/15/2008	Update AGCY1006 / NISN-NIIS Engineer to add "create gateway assignment sheets"; Add AGCYxxxx / NISN-NIIS Gateway Technician; Delete AGCY1020 / NISN JUNOScope (NISN); Delete numbers from NISN application.